Responsible Alcohol Beverage Service

Standard Operating Procedures

No matter how near or far, your future needs your attention…, now!

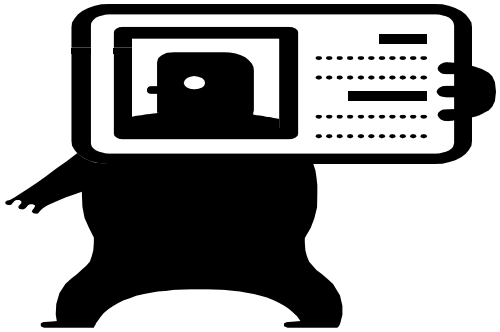
What's Here…

- Responsible Alcohol Service
- Patron Identification Procedures
- Alcohol Service Procedures
- Social & Beverage Alternatives
- Interventions
- Designated Drivers
- That's all…

Responsible Alcohol Servic

- All servers must be certified by completing the Controlling Alcohol Risks Effectively (CARE) course online. This is an annual requirement and, after the first year, each server will be re-certified each October. New hires must complete this training within 30 days of hire
- After completion of CARE training discuss your local Alcohol Service standard operating procedures (SOP) with all CARE graduates

Patron Identification Procedures



- It is everyone's responsibility to ensure that all customers who consume alcoholic beverages are of the legal drinking age
- You must request ID for all customers who appear to be 30-years of age or younger
- You must refuse alcohol service to anyone who cannot show proof of legal drinking age
- You will accept the following as legal ID:
  - Military ID card
  - State issued driver's license or ID card
  - US passport
  - Local country ID or Passport
  - Base issued ID card
  - Local procedures for stamping/identifying legal drinking age customers

Alcohol Service Procedures, 1 of 2

- Smile and remember … after the customer, you are the most important person in all customer transactions
- Greet the customer, take the order and request ID, if required. You must ensure that all who are consuming alcohol are of legal age and sober
- Tell groups about the Designated Driver Program
- If appropriate, offer alternative beverages, alcohol free beverages, and food/snack items

Alcohol Service Procedures, 2 of 2

- Keep track of the number of drinks consumed by each customer you serve
- You will not serve more than 1 drink at a time to a customer and all drinks should be limited to no more than 2 oz of distilled spirits. All drinks will be poured using measured shots—no free pouring. The Navy standard measure is 1 oz.
- You will not sell a pitcher to an individual customer
- You will not announce" last call". You will announce that it is closing time and pick up drinks

Social & Beverage Alternatives

- Promote alternatives to encourage socialization and interactions with other customers
- Make customers aware of “Nabs" (non-alcoholic beverages), fruit drinks, alcohol-free beer, and activities that occupy customers attention and keep the focus off drinking
- You have a critical role in your command’s responsible use of alcohol program -- if you are not part of the responsible use program, you and your program are at risk

Interventions

Program Requirements!

- Ensure that customers do not become intoxicated
- Slow down service before a customer becomes intoxicated
- Don’t serve a customer who looks or acts intoxicated
- Notify other staff members and management when you need to stop alcohol service

Designated Drivers

Program Requirements!

- Ensure that anyone who looks or acts intoxicated does not drive -- arrange for a ride home
- Keep a list of rides, taxi and other transportation alternatives available for customer use
- Ensure that customers participating in the designated driver program use the designated driver as their transportation
- Record any serious incidents and how you handled them

That’s all for now…

Safe serve deserves your attention right now, what are you going to do about it?

Suggestions and requests to:

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